

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Sioux City, IA #656	\$14,516	\$20,900	44.0%
Omaha, NB #733	\$21,198	\$30,504	43.9%
Spokane Valley, WA #344	\$27,148	\$38,822	43.0%
Lincoln, NE #568	\$13,071	\$18,310	40.1%
Racine, WI #726	\$24,508	\$34,174	39.4%
Lacrosse, WI #724	\$22,722	\$30,807	35.6%
Reno, NV #316	\$25,610	\$32,994	28.8%
Joplin, MO #749	\$15,032	\$19,306	28.4%
Sioux Falls, SD #860	\$23,132	\$29,167	26.1%
Whitby, ON #833	\$44,821	\$56,387	25.8%

District Sales Growth

District	Region	YTD%
Dustin Gasper	Northeast	8.9%
Michele Beavan	Southeast	8.1%
Frank Cassar	Western	7.1%
Tony Reynolds	Western	6.7%
Joe Ramos	Northeast	5.9%
Eric Montes	Northeast	5.7%
Denny Lynch	Western	5.1%
Ali Elali	Northeast	4.2%
Todd Bell	Western	4.0%
Shawna Vazquez	Northeast	4.0%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
Cupertino, CA #786	13.4%	38.3%	24.9%
Dublin, OH #322	21.6%	35.2%	13.6%
Conyers, GA #602	10.3%	23.7%	13.4%
Bridgewater, NJ #512	12.9%	26.1%	13.2%
Greece, NY #839	10.2%	22.8%	12.6%
Burbank, CA #109	16.9%	28.4%	11.5%
Racine, WI #726	12.0%	22.7%	10.8%
Sioux Falls, SD #860	8.2%	18.5%	10.4%
Rohnert Park, CA #399	10.3%	20.5%	10.2%
Methuen, MA #752	8.6%	18.2%	9.6%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
N. Kansas City, MO #747	\$25,783	\$37,695	46.2%
Saginaw, MI #336	\$26,008	\$36,216	39.2%
S. St. Louis, MO #855	\$38,952	\$47,444	21.8%
Austin, TX #586	\$30,258	\$36,622	21.0%
Chattanooga, TN #969	\$47,668	\$56,624	18.8%
Fairview Hts, MO #916	\$25,615	\$30,049	17.3%
E. Hartford, CT #467	\$33,629	\$39,224	16.6%
South Bend, WI #931	\$28,384	\$32,860	15.8%
Olathe, KS #665	\$18,507	\$21,197	14.5%
Brownsville, TX #853	\$31,316	\$34,904	11.5%

Support Center FUNdamentals Training

~ Class of February, 2020 ~



Another successful FUNdamentals class is in the books!

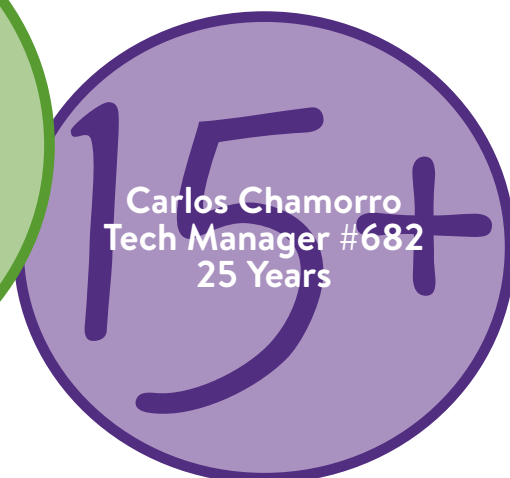
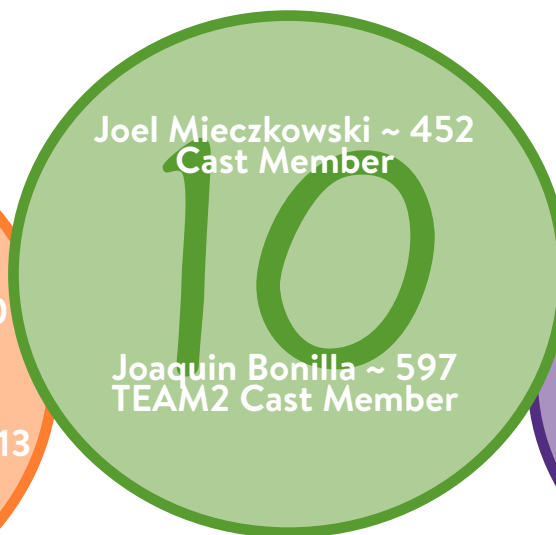
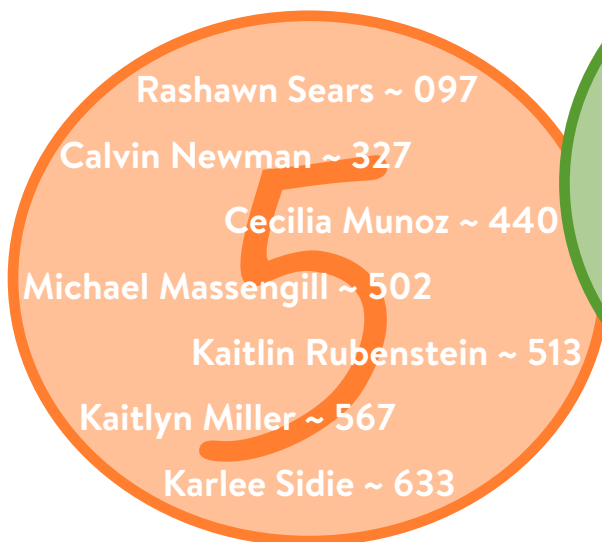
Welcome everyone to the Chuck E. Family!

~ Samantha Vaughn - Marketing, Sharon Reding - Merchandise, Keyana Underwood - Marketing ~



MILESTONES-

- Reach and Achieve -



Amber Hook

Team Roseville, MI #475
Chad Estrada, DM

~ Amber was the best! She made sure we had everything we needed. It was a simple easy process. ~



Joey Cross

Team Roseville, MI #475
Chad Estrada, DM

~ Joey was very nice and professional. He constantly checked up and made sure the party went well. ~



Rachel McMenamin

Team Roseville, MI #475
Chad Estrada, DM

~ Rachel is the bom.com, she is so sweet she checked on my party and made sure it was a success. Thank you Rachel! ~ ~



Chad Estrada's district is on fire with all of the A&B Party Server recognition going on! Congratulations to Crystal Pierce with team Roseville #475 as she has earned her Sapphire Pin! Crystal has been part of the Chuck E. family for 2 years now and she LOVES making kids birthday parties the BEST DAY EVER! She is full of energy and always has a smile on her face. Awesome job Crystal, we look forward to seeing you plow forward to your diamond pin soon!

~ Our host Crystal was great! She was very friendly and pleasant. ~

~ Crystal was our Party Server and she was very attentive and patient with my entire party. Her guest service skills are beyond excellent. We all loved her! ~

~ Crystal was fantastic I loved everything she did I would definitely recommend her to everyone I know thank you. ~



Shout out to Mike Svoboda's team as they award their next Sapphire Pin earner, Kayla Byrd-Brown from team Largo #532! Kayla has been with Chuck E. for just under 1 year, and ALREADY she is at the Sapphire level, WOW! He is always so patient, helpful, and friendly to everyone she comes into contact with, no wonder she is at Sapphire so quickly. Awesome job Kayla, and keep up the great work!

~ My party host Kayla was great! ~

~ Kayla was very helpful and attentive! ~

~ Kayla was an exceptional great party host. She was a really sweet girl. ~



DEAR CHUCK E...

- You're the BEST! -

My son had a birthday party on 2/15 at the Columbia, MO location. I took the survey afterwards but was expecting a section specific to the party host, so my comment on the one question was very vague. I just want to let you know how awesome our host was, his name was Themerius and he did a fabulous job. He was attentive, very patient with my little one, and friendly. Please give him the recognition he deserves and would've gotten had I mentioned his name on the survey.

Columbia, MO #748
~ Themerius, Party Server ~
Denny Lynch, DM

I had to write to say my son's birthday party was amazing, our host was fantastic. She took care of everything and made it so easy for us to just enjoy the day. Our guests cancelled and no kids showed but it didn't matter, the staff at this location made sure he had a great time and that is all that matters. The food was delicious, absolutely worth it. The party was worth every cent. All the staff went above & beyond. This location deserves recognition! We can't wait for the birthday parties to come here, thank you!

Whitby, ON #833
Frank Cassar, DM



Western Region
RVP Jim Brawley

On 2/11 I booked a same day birthday party for my son who was turning 5 at the Fullerton, IL location. I wanted to extend my compliments to Jonathan and Alexis at the location. Jonathan was incredibly attentive and positive, he would find us to let us know what the agenda was, dealt with food ordering, and meeting Chuck E. Cheese. I am sure it gets exhausting working these kids parties, and Jonathan maintained a fresh, positive attitude throughout the evening. It made it really special and fun for all of us, including the adults who are always skeptical of kids events. Jonathan clearly enjoys his job and it makes a huge difference to the kids. Alexis also stepped in to help, and showed incredible calm while kids excitedly exchanged their tickets for prizes at the end of the night. Very patient and willing to help everyone. Thank you for a wonderful 5th birthday for my son and for the adults.

Chicago Riverpoint, IL #687
~ Jonathan and Alexis, Party Servers ~
Troy Watring, AD

I wanted to let you know how impressed I was with the Middletown, NJ Chuck E. Cheese. I attended my niece's birthday party today, and the place was immaculate clean, the staff was friendly, and so good with the children. The environment was a happy place.

Middletown, NJ #480
~ Yuri Pena, DM ~



Northeast Region
RVP Chris Kelly

I want to give a huge shoutout to your crew. My granddaughter had a birthday party there today. There were five parties going on at the same time. They were organized, pleasant, and helpful. Everything was great thanks to them.

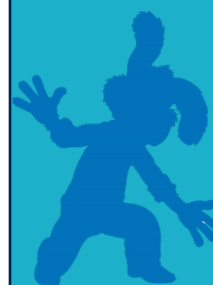
Boynton Beach, FL #781
Peter Panunzi, AD

I would like to thank Jivonna. My grandson made a last minute request to go to Chuck E. Cheese for his 6th birthday. Jivonna did an awesome job. She was very attentive, made sure my grandson had the best birthday ever. I am so impressed with how well this young lady took care of my family. It was our pleasure to visit Rocky Mt. Chuck E. Cheese.

Rocky Mount, NC #387
~ Jivonna, Party Server ~
Hashem Saadat, DM

It's imperative I share about Tyler who was working the front door and he deserves recognition! There was a group of women attempting to leave rather quickly and with an infant in a carrier. They were not able to provide the proper codes for themselves and for the baby as well as Tyler was checking in others. He was adamant on getting it right and sticking to policy. Great job Tyler!

Jensen Beach, FL #690
~ Tyler, Cast Member ~
Peter Panunzi, AD



Southeast Region
RVP Bill Eich



THE MORE YOU KNOW...

Marketing

Birthday Promotion

We have a special Ticket Blaster promotion, one that is worth up to 5000 TICKETS!

Starting This Tuesday, February 25 -March 29, any birthday party that happens will have a special 5000 ticket voucher added in to the Ticket Blaster!

For all the details regarding this fun limited time promotion, please refer to the communication sent out by L&D.



Audit

TIP OF THE WEEK

Time to check your cameras!

Make sure each cash register has a dedicated camera and correctly displays Aloha Spy!



Learning & Development

Coming to you...

<https://youtu.be/aFerPeiHFoM>

March/April 2020!

Risk Management

Hand Washing:

Wash your hands frequently -

- Use soap and warm water
- To ensure you wash thoroughly, it should take 20 seconds (that is about the same time it takes to sing the 'happy birthday' song twice)



Facilities

ADT Alarms

To help prevent false alarms and fines:

- Make sure your ADT call list is up to date
 - ✓ Remove any employees that have left
 - ✓ Your DM can make the updates online through Esuites, or by filling out the ADT Data Change Form
- Motion sensors in the front lobby have increased by 158%
 - ✓ A majority of these were verified by ADT to be from balloons.
 - ✓ Make sure they are secure and out of the way of your motion sensors at night
- Front doors - employees need to be sure and disarm the alarm system before the countdown expires

Marketing

Price Changes - Happening Soon!

Price changes are coming your way, please see below for the following schedule:

Tier 5 & 6	Thursday, Feb 27
Tier 2	Tuesday, March 3
Tier 3	Wednesday, March 4
Tier 4	Thursday, March 5

For all the details regarding your price changes and what is changing, please refer to the communications sent out by L&D. Questions? Please reach out to your Regional L&D Manager.

Star Awards

Star Award nominations are officially underway!

Have you noticed a GM, DM, or Support Center employee who has gone Above & Beyond the call of duty?

Use the following link to place your nominations and reasons why you think these particular Chuck E. employees should win!

Official nominations are open for a short period of time so don't delay, nominate NOW!

<https://www.surveymonkey.com/r/StarNominations2019>



THE MORE YOU KNOW...

Marketing

SkeeBall Pepperoni Bites - Takeout Packaging

This week, all restaurants will start receiving your SkeeBall Pepperoni Bites boxes, as well as your register toppers. Please store in a safe place until go live date.

An updated SMTS showing the souffle cup taped to the box for 3rd party delivery has also been uploaded to the L&D sharepoint site. Please log on at your earliest convenience and print a copy to use for reference at your cut station.

If you have any questions, please reach out to your L&D Manager.

Show me the Standard skeeball pepperoni bites LTO

March 2 - May 3, 2020

PREP

Staging:
Covered under refrigeration: 4 hours

Yield:
Medium Skin: Produces 16 pepperoni bites/2 orders
1 Order = 8 SkeeBall Pepperoni Bites

- Place SkeeBall Pepperoni Bites in medium skin pan covered with a cut sheet
- Place lid over pan and write 4 hour expiration time on lid
- Place in refrigeration under make table

MAKE

1. Stretch a medium skin to edge of a large screen

2. Flip skin on pizza tray. Using a pizza cutter, slice into 16 pieces (same as an 8x10 inch 8 each x 16 pieces)

3. Slightly overlap 3 slices of pepperoni on top 1/2 portion of each slice

4. Cut 8 string cheese sticks in half and place 1 piece on each pizza slice on top of pepperoni

5a. Fold: Gently stretch and fold corners of dough on each side of cheese ball. But both stretched sides of dough on top of string cheese piece

5b. Tightly roll up remainder of roll and seal closed

6. Cook 1 full pan on large screen with parchment paper

7. Transfer to medium pan and brush with garlic butter mix

IF IT'S NOT A 10...

Too Dark

Just Right

Too Light

PACKAGING/PRESENTATION

Using tongs, place SkeeBall Pepperoni Bites in box

Close box lid

Serve in a Skee Ball box with guest's choice of 1/2 oz. ranch or hot marinara with lid. Tape souffle cup to box.

appetizers

CEC Entertainment

Sales Contest

This is our last weekend for the Stuffed Crust Pizza Contest

check out who is currently in the lead!

Note: Not all districts are listed below; spotlight districts will be randomly chosen each week to feature

District Rankings

Northeast

Shawna Vazquez

1. Erika Laster #840
2. Macayla Todaro #840

Southeast

Hashem Saadat

1. Armand Davis #374
2. Erica Croom #386

Western

Patty Cedillo

1. Vivian Lizarraga #370
2. Tayashana Turner #439

Dan Bessemer

1. Jamie Kivitz #449
2. Angelica Hoover #449

Anthony Chapa

1. Stephanie Sandoval #580
2. Daniel Adelowo #416

Tim Kerum

1. Yovanna Valencia #465
2. Joanna Nunez #465

Yuri Pena

1. Grisel Velasquez #527
2. Amira Shalaby #484

Bill Pressel

1. Richard Palacios #098
2. Marieya West #565

John Chudzinski

1. Austin Rice #114
2. Nicolas Puentes #115

Regional Rankings

Northeast

1. Sharonville, OH #738
2. Mayfield Heights, OH #547
3. Dayton, OH #555

Southeast

1. Texarkana, TX #570
2. Boynton Beach, FL #781
3. Chattanooga, TN #969

Western

1. Walnut Park, CA #787
2. Pasadena, CA #324
3. Willowdale, ON #845

Company Rankings

1. Sharonville, OH #738
2. Mayfield Heights, OH #547
3. Dayton, OH #555

Purchasing

Dippin' Dots Update

By now, all restaurants should have received new menu board decals featuring the new Dippin' Dots flavors:

Rainbow Ice
Cookies N' Cream
Cotton Candy (new flavor!)
Chocolate Chip Cookie Dough

Rainbow Ice
Cookies N' Cream
Cotton Candy (new flavor!)
Chocolate Chip Cookie Dough
Banana Split (new flavor!)
Chocolate

Additional nutrition information available upon request. 2,000 calories a day is used for general nutrition advice, but calorie needs vary.

(6 flavor locations)

Additional nutrition information available upon request. 2,000 calories a day is used for general nutrition advice, but calorie needs vary.

(4 flavor locations)

If you placed an order for any Dippin' Dots and it did not get fulfilled, YOU WILL need to place this order again. Dippin' Dots did not hold on to these orders for later fulfillment.

If you have any questions, please reach out to purchasing@cecentertainment.com

CAREER GROWTH OPPORTUNITIES

General Manager

Birmingham, AL	330
Tuscaloosa, AL	803
Rogers, AR	669
Lancaster, CA	049
Gilroy, CA	373
Costa Mesa, CA	421
Escondido, CA	788
Baton Rouge, LA	609
Knoxville, TN	055
College Station, TX	577
Abilene, TX	582

Tech Manager

Monrovia, CA	390	Takoma Park, MD	774
San Bruno, CA	444	Danvers, MA	478
Cupertino, CA	786	Charlotte, NC	039
Littleton, CO	115		



peter
piper
pizza

Peter Piper Pizza

Williams Field, AZ #1225

Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

